

# OFFICE OF DEVELOPMENTAL SERVICES

VIRGINIA DEPARTMENT OF BEHAVIORAL HEALTH AND  
DEVELOPMENTAL SERVICES

## QUARTERLY REPORT OF OFFICE ACTIVITIES

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OCTOBER – DECEMBER 2011

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## OFFICE OF DEVELOPMENTAL SERVICES

# Quarterly Report

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The Office of Developmental Services (ODS) in the Virginia Department of Behavioral Health and Developmental Services (DBHDS) is dedicated to joining in partnership with all available state and local resources toward the development of communities that support and affirm all persons with intellectual disability and their families as participating and contributing members. This report provides an overview of the activities and accomplishments of the ODS in the **second quarter of Fiscal Year 2012**.

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## HIGHLIGHTS OF THE QUARTER

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### CONTACT PERSON: LEE PRICE

The second quarter started on a very high note as it opened at the same time of the first *Employment First* summit held in Virginia Beach. This conference was sponsored by DBHDS through SELN and with much help from VaACCSES, VaAPSE, VBPD, DOE, VRA, and many stakeholders, advocates and supporters. Attended by more than 200 people, the keynote of the summit was the presentation of the Governor's *Certificate of Recognition of Employment First* by Keith Hare, Deputy Secretary of Health and Human Resources. Throughout the summit, participants were encouraged by presentations on positive movement in national policy toward employment initiatives, successful achievements made by other states and innovative practices implemented by organizations. Through their own work and effort, participants were also able to drill down to some of the issues with which Virginia still struggles and arrive at solutions that could propel the movement forward. Recognizing the need to use the experience as a beginning step, one overwhelmingly popular notion was to make the summit an annual event in which Virginia can chart its progress toward Employment First benchmarks. Much work lies ahead, but the enthusiasm for the effort was evident throughout the summit and plans are already being made for the follow-up summit in October, 2012.

Progress continued on the START (Systemic, Therapeutic Assessment, Respite and Treatment) initiative launched in July through funding appropriated as part of Governor McDonnell's *Down Payment on Community* initiative. Each of the 5 regions made progress toward their individual planning while Central Office continued to work with the regions and Dr. Beasley (University of New Hampshire) on statewide issues, such as developing a mechanism for gathering usable data. Virginia's START program, though not quite ready to launch, was featured with two other states and Dr. Beasley in a nationally broadcast webinar on START through the National Association of State Developmental Disability Directors on November 9.

ODS staff were especially pleased to be able to attend the Alliance for Full Participation held in National Harbor, Maryland in mid-November. The vast numbers of

people in attendance, the national leaders who were present and presenting, and the enthusiasm of all who were there represented a powerful statement on the need for real movement in the area of full inclusion in the work place for individuals with disabilities. This experience affirmed the direction set by Virginia leadership on the Employment First initiative.

The ODS received good news in November as Virginia was selected as one of the first five states to receive a special one year grant from the National Association of State Directors of Developmental Disabilities Services (NASDDDS) to help in the cost of joining the National Core Indicators (NCI) project, sponsored by NASDDDS. These funds, made available to NASDDDS through the Administration on Developmental Disabilities will fund five states a year for five years to encourage the remaining 25 states that had not been participating in NCI to join. NCI collects data from member states around core quality indicators. There are five surveys that states can use, the most important of which is the individual consumer satisfaction survey. For the individual consumer satisfaction survey, a sample of at least 400 individuals will be randomly selected for face to face interviews. The ODS is contracting with the Partnership for People with Disabilities to conduct the surveys and collect the data. Data from NCI is used to help influence national policy as well as inform each of the participating states on areas important for their own internal assessment of progress toward goals.

The final area to be highlighted is the project at SVTC and CVTC that DBHDS initiated during this last quarter. Beginning in November, 40 individuals currently living at SVTC and 20 individuals currently living at CVTC who had only limited barriers to discharge were selected for a special program to transition to community homes with the help of resources made available through the Trust Fund. These resources are:

1. 60 regular Waiver slots to be used for community services where MFP was not appropriate for the selected provider
2. Start-up funds to help in the transition in the amount of \$3,000 per residential provider and \$1,000 for each employment/day support provider
3. Reimbursement to Case Management (Support Coordinators) for up to 6 months of service during the transition period that was not already reimbursable through Medicaid.

The target date for the full transition to community for these individuals is June 30, 2012. DBHDS is working with the Community Services Boards, private providers, and a team of staff from the training centers and Central Office to support each individual in selecting the provider that best meets their needs and wishes and to make the transition as smooth as possible.

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## REGULATION AND POLICY

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### CONTACT PERSON: DAWN TRAVER

#### Dept. of Medical Assistance Services (DMAS) related activity:

- Met with DMAS staff to continue work on potential revisions to the ID Waiver performance measures.
- Met with DMAS staff to review public comments received regarding the ID Waiver final proposed regulations.
- Met with DMAS and Clifton-Gunderson staff regarding appropriate error codes for ID Waiver reviews.

#### Money Follows the Person Activities:

- Reviewed and edited Family Mentor protocols/guidance materials.
- Participated in MFP Marketing Workgroup meetings.

#### Other Activities:

- Participated in development activities for the service authorization component of the Intellectual Disability Online System (IDOLS), including editing manuals and attending Region 1 Q & A session.
- Coordinated edits/revisions to the Staff Orientation Workbook.
- Developed a Crisis Stabilization services comparison document for use in START planning.
- Participated in the Steering Committee for the Virginia Association of Centers for Independent Living grant, *Improvement and Expansion of Consumer Directed Services*, including reviewing and commenting on the latest versions of materials developed for individuals using and those seeking to provide CD services.
- Allocated OBRA funding to five new individuals with ID in nursing facilities.
- Further revised the draft update of the Case Management Transfer Protocol based on feedback received.

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## PRE-AUTHORIZATION

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### CONTACT PERSON: CYNTHIA SMITH

#### SERVICES AUTHORIZED

Waiver	Total * Processed	Approved	Denied	Appeals**	Re-review	Pended
	3658	3488	25	3	38	334

\* \*\*Received and resolved

\*Difference between **approved** and **total processed**:

- Total processed: total ISARs approved, denied and reduced
- Approved: ISARs authorized as requested

#### **PENDED ISARS**

Incorrect Provider name/number	Provider Not MR Waiver Eligible	More Information	Not MR Waiver Eligible	No Medicaid Number; Invalid/Pended Medicaid Number
0	0	310	24	0

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### **DATA MANAGEMENT AND QUALITY ASSURANCE**

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#### **CONTACT PERSON: DR. CHERI STIERER**

- Phase 2 of IDOLS on Service Authorization was deployed in November with 3 localities. Provider account set up for DELTA began in November. Instructions for account set up via DELTA (the portal) were posted on the ODS web page. The manual and YouTube instructions for navigating electronic service authorization submissions for the ID and DS Waivers were also posted on the ODS web site.
- A question and answer (Q & A) session was held in New Market for providers and CSBs in Region 1 on December 15<sup>th</sup>. There were 71 individuals in attendance. Future Q & A sessions have been posted on the ODS web site with electronic registrations. All participants have been asked to view the YouTube video training and the manual prior to attending.
- ODS continues to update reports and work on quality indicator data for the Centers for Medicare and Medicaid Services (CMS) ID/DS Waiver application quality assurances. The quarterly meeting with DMAS was held in November to review outcome measures and data collection processes.
- This is the second quarter that CSBs/BHAs are responsible for the quarterly Wait List and Level of Functioning updates through IDOLS. We are still working on data issues that occurred when the old system data was transferred to the new system.
- Adult Supports Intensity Scale training will be scheduled for Southwest and Richmond next quarter. CSBs are finalizing the first round of SISs (both Adult and Child) during the last two quarters of FY12. There were 15 new SIS Interviewers trained in Northern VA this quarter. We are in the 3<sup>rd</sup> year of IRRs for interviewers. IRRs show consistency in administration of the scale.

- Virginia has joined the National Core Indicators project again this fall. The Partnership for People with Disabilities has been contracted to complete a random sample of 400 individual satisfaction surveys. We anticipate incorporating the two Family and Family Guardian Surveys for adults from NCI and deleting the current survey this next year.

#### **ODS Data**

<b>TYPE OF DATA</b> <b>As of January 6, 2012</b>	<b>Count</b>
Number on Urgent Waitlist (Including DS Waiver)	3316
Number on Non-Urgent Waitlist (including DS Waiver)	2616
Number of slots obligated from MFP 10	101
Number of slots obligated from MFP 12	0
Number of Day Support Waiver Slots Obligated	280
Number of ID Waiver Slots Obligated	8621
<b>Training Center CENSUS as of 1/5/12</b>	
Northern Virginia Training Center	152
Central Virginia Training Center	357
Southeastern Virginia Training Center	111
Southside Virginia Training Center	224
Southwestern Virginia Training Center	174
Training Center Total	1018

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### **TRAINING AND TECHNICAL ASSISTANCE**

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#### **CONTACT PERSON: GAIL RHEINHEIMER**

##### **Person-Centered Practices (PCP)**

- Four Community Resource Consultants (CRCs) are Person-Centered Thinking (PCT) trainers and provided three of the 2-day PCT classes held during the quarter. All CRCs have attended PCT training, Plan Facilitation and Coaches sessions.
- Held one 2-day Plan Facilitation class in Richmond. Additional ones are being scheduled for 2012 upon request and the availability of a co-trainer. Check the ODS homepage for training opportunities.
- Facilitated PCT Coaches groups at three CSBs and twice at CVTC.

- Held and facilitated PCT Coaches Support Days in Roanoke and Chesapeake with support from the Partnership for People with Disabilities and other PCT trainers.
- Participated in CVTC PCP Leadership/Coaches meeting.
- Provided four Advanced PC ISP and 5 Advanced Documentation trainings in response to DMAS Quality Management Review (QMR) recommendations or provider requests. Two were specifically targeted to Direct Support Professionals. Training opportunities are being announced on Eventbrite. Several representatives from DMAS QMR attended the training and supported the information provided.
- Participated in activities of PCP state workgroup to spread the availability of training in PCT and support to coaches.
- Assisting with Virginia's Trainers' Day to be held March 8, 2012 in Staunton and the East Coast Gathering to be held at UNC Chapel Hill on May 10 and 11, 2012.

#### **MFP and Other Training Center (TC) activities**

- Attended the monthly and emergency NVTC, SVTC, SWVTC, SEVTC, CVTC Admissions Management Committee meetings. Provided clarification for CSB and family as options were explored regarding admission.
- All CRCs attended H & W trainings regarding discharge processes and meeting facilitation at all training centers.
- Participated in monthly family group at SVTC and 6 planning meetings for individuals at SVTC ready to move.
- Participated in interview panel for Community Integration Manager position at SVTC.
- Developed "MFP and the ID Waiver" training and provided it to CVTC staff with Family Resource Consultant. Available to other Training Centers and community providers.
- Presented two sessions at the CVTC Provider Fair with the Office of Licensing on "Becoming a Waiver Provider."
- Several CRCs were in attendance for the CVTC Discharge Project Meeting. Completed a summary.
- Had meeting with NVTC Discharge Coordinator to discuss upcoming discharges and alternatives to MFP. Another CRC met with SWVTC Program Manager/Service Coordinators about CRC roles, responsibilities and support to be provided.

#### **Other Waiver Activities**

- Met with DMAS – Provider Review Unit and Clifton-Gunderson regarding error codes and expectations for documentation.
- Provided on-site technical assistance (TA) to eight private providers and three CSBs following audits by DMAS (primarily regarding outcome and support instruction development, progress notes & quarterlies, high intensity for Day Support Services and skill building requirements). Attended QMR exit conferences.
- Attended START proposal meeting in Richmond and regional teleconferences.
- Participated in a conference call with a CSB regarding their Electronic Health Record.

- Prepared IDOLS training videos and held the first Q&A session in Region 1 in December. Others scheduled for the end of January through February.
- Case Consultation with Office of Licensing and Human Rights regarding individual's health and safety.
- Provided TA regarding transition from EDCD waiver to ID waiver to two CSBs.
- Provided TA to CSB and private providers regarding such things as skilled nursing, the relationship of the Profile and the SIS, service authorization and documentation.

### **New Training and Guidance Materials**

- Completed instructions for CRCs to use when processing Retain Slots and Slot Assignments approvals in IDOLS.
- "*Targeted Case Management for Individuals with ID*" electronic training has been updated and made available on the DBHDS Learning Management System. Instructions and helpful hints to CSB support coordinators for logging in to be available.
- Developed additional PC ISP documentation and training materials as a result of QMRs.
- Reviewed and suggested final edits to the Staff Orientation Workbook.

### **IDOLS**

- Hosted initial Webinar for IDOLS service authorization. All CRCs participated.
- Provided TA to CSBs regarding using IDOLS for Slot Assignment approvals.
- All CRCs reviewing Request to Retain Slots and Slot Assignment approvals in IDOLS.

### **Other Activities**

- Attended Regions 3 and 4 ID Directors meetings.
- Participated in meeting with AAIDD and Master SIS trainers, made suggestions regarding revisions to its administration and participated on subsequent conference call with Virginia's SIS Master Trainers. Began work on SIS slideshow.
- Worked with Wytheville Community College and DBHDS Human Resources office for approval of Tier 3 of Career Pathway Program. Liaison with DBHDS Central Office for the DSP Career Pathway Program – current classes for 300+ state DSPs.
- Attended support coordinator (SC) meeting for ID Youth Program
- Held SC/CM Regional meetings in Regions 1, 2, 3 and 5,
- Met with manager of NoVa regional contract and Richmond-based private provider regarding expansion into NoVa.



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## EMPLOYMENT FOR PERSONS WITH DEVELOPMENTAL DISABILITIES

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### CONTACT PERSON: ADAM SASS

#### Employment First Summit

- DBHDS held the first annual Employment First Summit in Virginia Beach in October 2011. The two-day summit was the culmination of months of planning and coordination by DBHDS staff and members of the Virginia State Employment Leadership Network (SELN), made up of state agencies, public and private providers of employment services, self advocated, and advocacy groups.
- The Summit was attended by over 230 people and involved agency heads and staff from DBHDS, the Department of Rehabilitative Services (DRS), the Department for the Blind and Visually Impaired (DBVI), the Department for the Deaf and Hard of Hearing (DDHH), the Department of Medical Assistance Services (DMAS) and the Department of Education.
- Sessions focused on three basic ideas:
  - What are the best practices being implemented in other states and the “pockets of excellence” in Virginia?
  - What is currently working well regarding employment for people in Virginia?
  - What needs to change to make Employment First become a reality in Virginia?
- The conclusions of the summit attendees were:
  - We need to promote Employment First to individuals with disabilities and we need a policy to guide the process
  - We need to collect reliable data about employment for people with disabilities in Virginia
  - We need to change the way we do business
  - We need to provide more training around Employment First options to individuals, families, support coordinators and direct support staff.
  - We need to work on streamlining funding and increasing flexibility to meet unique needs of employment services
  - We need to promote Employment First to students in transition
  - We need to increase connections with the employer community.
- DBHDS and the SELN are committed to addressing all these issues

## **Employment First Policy**

- Presented Employment First to DBHDS State Board of Behavioral Health and Developmental Services with Lee Price.
- Coordinated writing draft of policy for Employment First with SELN and DBHDS policy development staff.
- Draft Employment First Policy sent out for public comment.

## **Data Collection**

- Conducted preliminary meetings with stakeholders on identifying valid and reliable data indicators for employment measures and data collection strategies.
- Continued processing data sharing with DRS.

## **Grant Applications**

Collaborated with private providers, DRS, vaACCSES, and RRTC in writing a “Virginia Employment Development Initiative” grant proposal for funding by the Center for Mental Health Services. The proposal aims to produce a Best Practice Guide for Supported Employment and to conduct regional trainings on developing collaborative strategies to provide Employment First.

## **Other Activities**

- Presented Employment First Summit Feedback to TACIDD meeting.
- Met with Jefferson Area Transition Council to present Summit summary.
- Presented Employment First at GRVAAG 2011 Autism Conference in Troutville.
- Represented DBHDS on the Virginia Intercommunity Transition Council.
- Developed Employment Factsheet for School to Work Transition.
- Provided content on Employment First to be included in the updated “Direct Support Professionals’ Manual.”
- Represented Virginia in National SELN Five Year Review study development and selection of study conductor.
- Represented Virginia on National SELN Data User’s Group.
- Represented Virginia in National SELN writing of Best Practice Guide for VR and DD agency Collaboration.
- Attended second Annual Governor's Forum on Education & Workforce Training.

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## **AUTISM SPECTRUM DISORDER ISSUES**

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### **CONTACT PERSON: CINDY GWINN**

#### **Training Conducted**

- Conducted the 2-day Virginia Autism Council (VAC) “Adult Strategies Training for Autism” at Rappahannock Area CSB for 31 staff members, Henrico CSB for 41 Medicaid providers and Virginia Beach for 24 Medicaid providers.
- Led Pre-Insight Conference workshop for “Cultural Competencies in the DD Community” with a focus on early assessment and diagnosis of Autism.
- Presented at the VCU School of Social work concerning Autism and current state policy

#### **Collaboration**

- Family to Family Network of Virginia
- VCU Autism Center for Excellence – ASD Taskforce for early screening, assessment and diagnosis.
- Act Early Workgroup: creating free Webinar for pediatricians on the use of the Modified Checklist for Autism in Toddlers (M-CHAT).

#### **Attended**

- Collaborations Conference
- Employment Summit
- Autism and Sexuality workshop presented by CAS
- T/TAC Insight Conference

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## **SYSTEMATIC, THERAPEUTIC, ASSESSMENT, RESPITE & TREATMENT (START)**

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### **CONTACT PERSON: BOB VILLA**

- The START Team, which consists of representatives from each of the 5 Health Planning Regions, plus University of New Hampshire Director of the Center for START Services, Joni Beasley, and ODS staff, met in for the first time in October. It was decided that committees would be formed regarding Policies and Procedures, Licensing and billing issues and Information Technology issues. Each region will have monthly conference calls with Bob and Joni to begin in January.
- Maintained regular contact with the 5 regions. As all programs are in different stages of development, communication has revolved around the hiring process, the Request for Proposal (RFP) process for two regions and the status of the respite house.
- Ongoing planning for monthly statewide meetings and Project Launch Training in February.

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## **COMMONWEALTH AUTISM SERVICES**

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### **CONTACT PERSON: JOHN TOSCANO, PRESIDENT AND CEO**

#### **Highlights of Activities in CAS Programs/Initiatives**

##### ***Partnership for Capacity Development with Public Schools©***

- We continue to serve 28 school divisions through our partnerships.
- The Competent Learner Model (CLM) © curriculum is under way in two CAS partnerships (Shenandoah Valley Regional Program and Northern Regional Educational Program).

##### ***Trans-disciplinary Diagnostic and Assessment Clinic***

- Our clinic is currently seeing over 60 children annually.

##### ***The Learning Institute©***

- Training seminars continue to be held for child care agency providers.

- The workshop on sexuality in autism was held on 10/18 and was well attended and evaluated.

#### ***Public Safety Training***

- Critical Autism Training (CAT-1) continues to be offered in several sites for public safety officials through our partnership with the Division of Criminal Justice Services (DCJS).

#### ***Lifespan Connections Initiative (LCI)©***

- CAS AAG's continue to meet monthly in our eight locations.

#### ***Information and Referral***

- We continue to field several thousand Information & Referral calls yearly across all CAS sites.

#### ***Community Outreach***

- ***CAS 11<sup>th</sup> Annual Conference*** dates set – March 7<sup>th</sup> and 8<sup>th</sup>, 2012.
- Staff have attended numerous community autism events across the state.

#### ***College Model for Students with Asperger's Syndrome***

- ***The Courage to Succeed Program*** developed in partnership with United Methodist Family Services, J. Sergeant Reynolds Community College and Grasp is now serving 7 students.

#### ***Training and Consultation Service***

- We are currently providing clinical training/consultation and strategic planning services to several organizations across the state including colleges/universities interested in acquiring knowledge to better serve students with Asperger's syndrome.